

# Operations Center Standardization Team

## Pre-Arrival Package



UNIT NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

INSPECTION TEAM:

TEAM LEADER: \_\_\_\_\_

TEAM MEMBER: \_\_\_\_\_

TEAM MEMBER: \_\_\_\_\_

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Revised: 11 Sep 2002

## **Section #1. Goals and References**

This section contains information of the goals of the OPSTAN Team visit and provides general information on what to expect upon the team's arrival.

### **OBJECTIVES:**

1. Inspect for compliance with current policies and procedures. Identify potential shortfalls.
2. Identify procedural areas in which unit excels: Best Practices.

**METHODS:** Determine if the unit is complying with the Commandant's standards through the use of both written and practical exercises. The unit's command library, record keeping practices, Comms Center interaction with the SAR Controller regarding SAR, and search planning tools will also be evaluated.

**STANDARD:** Operations Center procedures to be in accordance with the following:

- |  |                               |
|--|-------------------------------|
| a. International Aeronautical & Maritime SAR Manual (IAMSAR) | Doc 9731-AN/958               |
| b. U.S. National SAR Supplement to the IAMSAR Manual (NSS)   | May 2000                      |
| c. Coast Guard Addendum to the National SAR Supplement       | M16130.2C (series)            |
| d. Communications Watchstander Guide                         | COMDTINST 16120.7 (series)    |
| e. Boat Crew Utilization                                     | COMDTINST 5312.16             |
| f. Group & Stations Communication Watchstander Qual. Guide   | M16120.7 (series)             |
| g. Incident Command System                                   | M3120.14 (series)             |
| h. COSPAS-SARSAT User Manual for U.S. RCC's *                |                               |
| i. CASP Users Handbook *                                     |                               |
| j. Staffing Standards Manual                                 | M5312.11A (series)            |
| m. Watch Standing Duty Lengths at Command Centers            | ALDIST 209/99                 |
| n. Telecommunications Manual                                 | M2000.3C (series)             |
| o. Operational Risk Management                               | COMDTINST 3500.3              |
| p. Critical Incident Stress Management (CISM)                | COMDTINST 1754.3              |
| r. COMDT COGARD Washington DC //G-OPR// 1201957z JUN 02      | Goldwave Directive            |
| s. Multi-Contingency Plan Field Operations Guide #           | (draft)                       |
| t. GMDSS Watchstanders' Handbook #                           |                               |
| u. Software Verification Guide for C2PC version bundle 2.7.0 |                               |
| v. COMDT COGARD Washington DC//G-OPR// 292027z OCT 01        | CESM Hypothermia Software     |
| w. COMDT COGARD Washington DC//G-OPR//211753z NOV 01         | Additional SAR Flare Guidance |

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\* District / Area only

# Recommended but not required

## **Section #2. Pre-Arrival Information**

This section is to be completed by the appropriate personnel at the unit being inspected prior to the team's arrival. The completed information shall be provided to the team leader during or immediately after the in-brief. Provide a copy of your unit's PAL to the OPSTAN Team Leader. **COMPLETE THIS PAGE PRIOR TO OPSTAN VISIT.**

### **BILLETS ALLOCATED TO OPCEN ACCORDING TO THE PAL**

Personal Allowance List	Authorized	Onboard	Mismatch
LCDR			
LT			
LTJG			
ENS			
QM			
RD			
BM			
TC			
Reserves			
Other			

### **Training History:** Enter name and date last completed

Formal Training * = Required	Maritime Search Planning (SAR School)	SAR Supervisors Course	Search Coordination & Execution (SC&E) (when available)
Command Cadre CO/XO		*	*
Operations Officer	*		*
Group or Command Duty Officer (if part of SAR decision Chain of Command)	*		*
OPCEN Supervisor	*		
Controller	*		
Controller	*		
Controller	*		
Controller	*		
Controller	*		
Controller	*		

**COMPLETE THIS PAGE PRIOR TO OPSTAN VISIT.**

[illegible]

**COMPLETE THIS PAGE PRIOR TO OPSTAN VISIT.**

SAR Controller Name	Former Duty Assignment	How long	Job Description
OPS			
AOPS			
OPCEN Supervisor			
Controller			
Controller			
Controller			
Controller			
Controller			

### **Section #3. Inspection Checklist**

This section contains the actual checklist, which will be used by the inspection team.

#### **COMMAND LIBRARY**

The following publications/resources should be available and readily accessible for use by OPCEN watchstanders.

Manual	Current update	Comments
International Aeronautical & Maritime SAR Manual, Vol. I, II, III - Doc 9731-AN/958 (as required)		
U.S. National SAR Supplement to the IAMSAR Manual		
Coast Guard Addendum – National SAR Supplement M16130.2C		
Standard Operating Procedures/Standing Orders		
Quick Response Cards – SARFAC list verified annually (ref CG Addendum 1.5.2)		
District / Area SAR Plan		
Frequently Used Phone Contacts		
Contingency Plans for AOR		
GMDSS Handbook (recommended not required)		
CASP Users Handbook (District / Area only)		
Communication Plan		
Internet resources – Verified by Operations and Standard for all Controllers at Unit.		
Boat Crew Utilization, COMDTINST 5312.16		
Group & Stations Communication Watchstander Qual. Guide M16120.7		
Search Planning Decision Matrix displayed		
Risk Assessment Matrix		
Coast Guard Air Operations Manual, COMDTINST M3710.1D (series)		
Auxiliary Operations Policy Manual COMDTINST M16798.3D (series)		
Bowditch – American Practical Navigator		
Tide & Tide Current Tables or Program (where applicable)		
Light List		
U.S. Coast Pilot		
Local Charts		
Road Atlas		
World Atlas		

## **1. INSTALLATION OF C2PC**

**STANDARD:** Operations Center Procedure to be in accordance with the following:

- |  |                    |
|--|--------------------|
| 1. International Aeronautical & Maritime SAR Manual (IAMSAR) | Doc 9731-AN/958    |
| 2. Coast Guard Addendum to the National SAR Supplement       | M16130.2C (series) |
| 3. C2PC Computer Program                                     | Version 5.5.8.0    |
| 4. SAR Tools Computer Program                                | Version 2.7.0.0    |
| 5. Software Verification Guide for C2PC version bundle 2.7.0 |                    |

		SAT	UNSAT	REMARKS
a.	Is the correct version of C2PC being utilized. (Ref 3, 4, 5)			
b.	Is the correct version of Overlays being utilized. (Ref 3, 4, 5)			
c.	Is the correct version of SAR Tools being utilized. (Ref 4, 5)			
d.	Is the correct version of Map Data being utilized. (Ref 3, 4, 5)			
e.	Does the computer meet the minimum requirements for the C2PC program. (Ref 5)			
f.	Is C2PC & Map Data operating efficiently. (Hardware issues in regard to speed of the program, RAM, and frequent program crash)			

## **2. SAR CASE FOLDERS / CASE DOCUMENTATION**

**STANDARD:** Operations Center Procedure to be in accordance with the following:

- |  |                    |
|--|--------------------|
| 1. International Aeronautical & Maritime SAR Manual (IAMSAR) | Doc 9731-AN/958    |
| 2. Coast Guard Addendum to the IAMSAR MANUAL                 | M16130.2C (series) |

		SAT	UNSAT	REMARKS
a.	Is the Unit using a folder which is specific to SAR Cases			
b.	Does the Unit have a system for labeling the SAR Case folder that includes, but not limited to: Unit Case Number Date of incident Type of case Identity of the SAR Controller that opened the case (Ref 1, Vol. II 1.7)			
c.	Is the unit completing the SARMIS on SAR Cases within 07 days of case suspension or case closed (Ref 2, Appendix B)			

**2. SAR CASE FOLDERS** (OPSTAN Team will select SAR Folders)

	SAT	UNSAT	REMARKS
d. Random review of no less than five Flare Case folders. Folders to include, but not limited to: Flare Case Check Sheet Chronological Log Flare Plot Printout from C2PC Search Pattern Printout from C2PC SITREP Report SARMIS Report			
e. Random review of no less than five Overdue Case folders. Folders to include, but not limited to: Overdue Case Check Sheet Chronological Log Search Pattern Printout from C2PC (if applicable) SITREP Report SARMIS Report			
f. Random review of no less than five Uncorrelated Mayday Case folders. Folders to include, but not limited to: Initial Case Check Sheet Chronological Log Copy of original unedited recording Copy of final edited recording High Site Plot Printout from C2PC Search Pattern Printout from C2PC (if applicable) SITREP Report SARMIS Report			
g. Random review of no less than five additional Case folders. Folders to include, but not limited to: Incident Case Check Sheet Chronological Log Search Pattern Printout from C2PC (if applicable) SITREP Report SARMIS Report			
h. Does the unit maintain a Suspended Case file (District RCC Only) (Ref IAMSAR Vol. II 8.3.6)			



### **3. SAR MISSION FORMS**

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. International Aeronautical & Maritime SAR Manual (IAMSAR) Doc 9731-AN/958
2. Coast Guard Addendum to the IAMSAR Manual M16130.2C (series)

	SAT	UNSAT	REMARKS
a. View unit Standard SAR Mission Check Sheets. (Ref 2 3.1.3, Ref 2 App G)			
b. View SAR Message Forms (UMIB) (Ref 2 Section 2.6)			
c. View SAR Message Forms (SITREP) (Ref 2 3.1.3, Ref 2 App C)			
d. View SAR Message Forms (SAP) (Ref 1 2.27.11-2.27.16, Ref 2 3.4.12, Ref 2 App C)			

### **4. USE OF GOLDWAVE AUDIO MANIPULATION SOFTWARE:**

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. Goldwave audio manipulation application COMDT 201957Z JUN 02
2. USCG HQ G-OPR website <http://www.uscg.mil/hq/g-o/g-opr/tools.htm>

	SAT	UNSAT	REMARKS
a. Does the unit have Goldwave installed on no more than 2 SWIII terminals. Are these located within the OPCEN. (Ref 1)			
b. Does the DVL have connectivity with a SWIII (Ref 1)			
c. Each TCOW and Controller shall manipulate files using the Goldwave software: Play back a file Convert <b>“WAVE AUDIO”</b> file to <b>“MPEG Layer 3”</b> format. Use <b>Speed Control</b> to slow down rapid and garbled speech. Reduce High and Low hiss noise using the <b>Low/High Pass Filter</b> . Reduce background noise using the <b>Noise Reduction Filter</b> . (Ref 1, 2 )			
d. Does the unit maintain copies of original and enhanced DVL recordings in the SAR case folders. (Ref 1)			

## **5. NAVIGATIONAL ASSISTANCE POLICY**

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. Group & Stations Communication Watchstander Qualification Guide M16120.7 (series)
2. Coast Guard Addendum to the IAMSAR Manual M16130.2C (series)

	SAT	UNSAT	REMARKS
a. View the CG Navigational Assistance Policy. (Ref 1, Ref 2 Chap 4 4.5.)			
b. Navigational Assistance Policy incorporated into PQS.			

## **6. SMC DESIGNATION**

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. Coast Guard Addendum to the IAMSAR Manual M16130.2C (series)

	SAT	UNSAT	REMARKS
a. Does SOP clearly state when unit assumes SMC (Ref 1 Chap 1 Section 1.2)			

## **7. UNIT TRAINING AND CERTIFICATION PROGRAM**

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. Coast Guard Addendum to the IAMSAR Manual M16130.2C (series)
2. Group & Stations Communication Watchstander Qualification Guide M16120.7 (series)
3. Districts and Group SOP

	SAT	UNSAT	REMARKS
a. View command notification requirements			
b. View Controller PQS (Ref 1 Section 1.3)			
c. Are Internal OPCEN emergencies addressed in Controller PQS			
d. Are any Controllers that have not attended SAR School on an interim qualification beyond 90 days (Ref 1 1.3.2.2)			
e. Is attendance at the unit's training sessions documented in each members training record (Ref 1 1.3.2.4)			
f. View unit training plan and lesson plan. Are required topics being covered on an annual basis (Ref 1 1.3.2.5)			

**7. UNIT TRAINING AND CERTIFICATION PROGRAM (cont.)**

		SAT	UNSAT	REMARKS
g.	View the units annual re-certification program for Controllers. (Ref 1, 1.3.2.5, 1.3.3)			
h.	Does the unit's Controller qualification procedures include at a minimum the following: Minimum break-in watches (number: _____)			
i.	Does the SOP identify those authorized to sign off PQS			
j.	Are oral board procedures outlined in SOP IAW Ref. 1 and utilized as part of the qualification process. (Ref 1, 1.3.1)			
k.	Are practical testing (C2PC problem, written test...) utilized as part of the qualification process. (Ref 1, 1.3.1)			
l.	Are AOR familiarization trips (subordinate units, other agencies) included in all hands training or PQS			
m.	Are case studies incorporated as a part of the PQS (Ref 1 3.9.5.3)			
n.	Is recertification training conducted on case studies (Sea King, Morning Dew, etc.) (Ref 1 3.9.5.3)			
o.	Are Senior Controllers and Controllers standing the required minimum watches (Ref 1 1.3.2.3)			
p.	Are Group units conducting a Table Top or Command Post exercise annually (Ref 1, 1.5.3.4)			
q.	Are RCC's conducting a major Field Exercise triennially (Ref 1, 1.5.3.5)			

**8. PHYSICAL EQUIPMENT:** Use of Coast Guard / Other Agencies hardware and systems

**STANDARD:** Standard of Operations Center Procedure to be in accordance with the following:

1. International Aeronautical & Maritime SAR Manual (IAMSAR) Doc 9731-AN/958
2. Coast Guard Addendum to the IAMSAR Manual M16130.2C (series)
3. COMDT COGARD Washington DC//G-OPR// 292027z OCT 01 CESM Hypothermia Software

**DVL**

	SAT	UNSAT	REMARKS
a. Does the unit's DVL adequately record and allow for rapid reply of calls (Ref 1 Vol. II 2.29.1, Ref 2 Section 2.10, Ref 2 3.4.10.2)			
b. Does the unit maintain a copy of the DVL User Guide			
c. Does the unit maintain a file of suspected hoax calls for comparison and possible legal action, including record of unit's response (Ref 2 3.4.10.4)			

**CANADIAN HYPOTHERMIA MODEL**

	SAT	UNSAT	REMARKS
a. Determine the availability of the model (Ref 2 3.7)			
b. All Controllers shall run model and interpret results (Ref 2 3.7.1)			
c. Criteria / Guidelines when to use stated in SOP (Ref 2)			
d. Canadian Hypothermia Model Operating Instructions			

#### **Section #4. Survey Questions**

The following section does not have current policy guidance, but is information the team will gather to support program initiatives throughout the Coast Guard. This information will assist the Search and Rescue program office in understanding the actual working environment and expectations of the personnel in our Operation Centers.

##### **1. OPCEN ERGONOMICS**

Sketch of OPCEN / COMCEN areas to include:

General Layout of spaces

Location of Heads

Location of Coffee Mess/Refrigerator

Sleeping arrangements

Obtain a copy of 1 month's schedule / watch rotation

Is OPCEN staffed for 12 hour watches

If OPCEN is standing 24 hour watches, is 12 hour waiver on file

Existence / Location of Televisions or Radios:

Are watchstanders allowed to watch TV during duty hours.

Are watchstanders allowed to watch TV after duty hours.

How many computers do the Controllers need to use to conduct the watch.

Technical support is provided by \_\_\_\_\_.

Who has Administrative Privileges regarding C2PC

Quality of support rated (high, medium, low)

List the responsibilities for non-command center duties:

Phone reception for other offices

Morale locker

Front gate

Other

##### **REMARKS**


##### **2. COMMUNICATIONS CENTER**

Determine the number of high sites monitored

Are there channel 16 Guard speakers, one for each high site w/volume control

Determine the number of phone lines monitored

Determine if there are phone answering responsibilities other than at the OPCEN

Does unit have DF capabilities. Note physical location of both antenna sites and DF displays. (Units with DF will have additional tasks relating to use)

##### **REMARKS**


**2. COMMUNICATIONS CENTER (cont.)**

Is there a visual reference when a high site is activated

Is there a back-up plan in place to monitor distress circuits in the event of equipment failure or overloading of distress channels

Are appropriate log entries made for watch relief and breaks

List TCOW non-SAR related responsibilities:

Visitor Control

EKMS/CMS

Administrative duties

Guard list

Other

Do the Controllers have the ability to monitor radio transmissions from primary seating

Is there a fax machine inside the OPCEN / COMCEN area

REMARKS


## **Section #5. Scenario Testing Results**

### **INDIVIDUAL SCENARIO TESTING RESULTS**

SAR Controller Name	Oceanic AMS Drift		Coastal AMS Drift		Flare plot		Flare Plot 1 <sup>st</sup> light drift	
OPS	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
AOPS	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
OPCEN Supervisor	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								

**INDIVIDUAL SCENARIO TESTING RESULTS (cont.)**

SAR Controller Name	Oceanic AMS Drift		Coastal AMS Drift		Flare plot		Flare Plot 1 <sup>st</sup> light drift	
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								
Controller	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT	SAT	UNSAT
Remarks								